



# ***PRESS RELEASE***

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Riverside Police Department • 4102 Orange Street • Riverside, CA 92501  
Phone (951) 826-5147 • Fax (951) 826-2593

## **FOR IMMEDIATE RELEASE**

**Date: Monday, August 20, 2007**  
**Contact: Steven Frasher, Press Information Officer**  
**Phone: (951) 826-5147**

### **All local wireless 911 calls now go to Riverside dispatch**

*Conversion project now directs all cellular emergency calls to local center*

Riverside, CA -- As of Monday, August 13, every cellular telephone carrier serving the Riverside area has arranged to have emergency 911 calls on mobile telephones directed to the Riverside Public Safety Communications Center for faster response.

Prior to the conversion, emergency calls dialed from cellular phones were directed to California Highway Patrol (CHP) dispatch in San Bernardino, and had to then be re-routed to the proper local responding authority. Because the volume of calls to CHP, delays responding to cellular callers were common.

Through careful cellular site sector routing, CHP continues to receive most cellular calls originating from along freeway corridors in Riverside and elsewhere.

Over the past 18 months, Riverside Police and Fire Communications Division has been working in partnership with the CHP, California Department of General Services - Telecommunications Division, regional 911 coordinators and five private wireless carriers to direct cellular emergency calls originating from within the city to Riverside dispatch. Technology helps pinpoint the location of a mobile wireless caller, who may not be able to describe where assistance is needed.

Costs of the wireless service conversion are paid by the California 911 Emergency Communications Office, with no direct costs borne by City taxpayers.

Each of the five carriers – AT&T / Cingular Wireless, Sprint / Nextel, Verizon Wireless, T-Mobile and MetroPCS – coordinated testing and physical re-routing of cellular calls, to ensure proper caller and location identification. The conversion also allows local computer-based Voiceover IP (Internet Protocol) users calling 911 to reach Riverside dispatch.

Answering cellular emergency calls resulted in a more than 30% increase in overall call volume at Riverside's 911 emergency dispatch center, located downtown.

